

LOUGHTON HEALTH CENTRE

PATIENTS GROUP (PG)

Minutes of Meeting held at Loughton Health Centre on Wednesday 15th January 2014 at 7pm

PRESENT: Dr H U Khan, Dr P L Prashner, Janice Wheatley, Elizabeth Prashner, Pat Prichard, Carol Barrell, Anne Harrison, Helen Reynolds, Elna Green, Ken Hearn, John Lindsey, Gary Crawford, David Linnell

ABSENT: Apologies were received from Heather Murray, Sheema Sherman and James Dean

1. Janice reported that quite a few patients complained that they were unaware the 'flu jabs were taking place. She said it was extensively advertised either on line or in the waiting room but some patients do not come in very often and did the **PG** have any ideas for next year how to get the message across. The Practice was still doing the jabs until the end of the month and a further batch of the shingles vaccine had been delivered.

2. Janice also said the questionnaire given out from the NHS West Essex Clinical Commissioning Group entitled 'My Health, My Future and My Say' was very positive and we had done very well, the best in the area. However, the on line questionnaire completed by patients on how the Practice might improve the service it offers did not fare so well. Out of a total of 12,500 patients only 140 completed the questionnaire. This was not very satisfactory and we needed to re-think the questions for the coming year, if we did it again. The usual complaints were the telephones not being answered and sometimes having to wait 20 minutes, no privacy at the reception area (the lline for waiting behind was going to be put back) and Doctors not listening to patients. **KH** asked what is the actual protocol for answering the telephones, how many staff answer to make appointments, do they also have to attend to patients waiting in line etc. and **JW** said she would look into this and ask Wendy, the senior receptionist. Patients were however happy to use the automated booking in system and the one out of order will be repaired when a new company is found.

3. CB said the website was not up to date with its information. After 'losing the will to live' waiting on the phone for so long to make an appointment she tried to get one with **HUK** on line which was impossible until the end of February. **HUK** said he would look at his appointment dates on line to see if there was a problem. He suggested that one person should be appointed to look at the website at least once a month to make sure it was updated.

4. CB commented that she thought there were far too many information posters around the waiting room, the print was too small to read and it doesn't work with too much going on. **GC** suggested having just a few campaign targets with the appropriate displays.

5. HUK reported that as from 1st April there will be no area boundaries thus allowing anyone to register at the Practice. If a patient lives in Chelmsford and works in Loughton then they can register with Loughton Health Centre (or another local Practice) as long as they don't

expect a home visit if needed. Also as from April with the new contract there will be no personalised lists and patients will not be registered with a specific GP but just with LHC. However, if you are over 75 you will be given your own named GP ! **EG** who was Dr Lukey's patient asked who she would be registered with and was told she would be allocated a Doctor, that is until the new Contract in April. Dr Lukey was not being replaced as yet.

6. Test Results: **KH** asked whether you should phone to ask the results of your tests, bloods, x-rays etc or are you informed. **HUK** said that letters are sent out to ask patients to make an appointment to be seen, but in future, if all normal there will be a generic text sent on the mobile.

7. JW asked the **PG** members what topics we would like discussed in future meetings - changes in the NHS and how it affects our surgery. Also, what did we think about LHC opening 7 days a week ? **AH** asked what is the purpose/merit of the TV screen on the wall in the waiting room. It was originally for children to watch and to keep them amused with childrens' programmes and cartoons, but now it has NHS information and the news and nobody watches it.

8. Pat P informed the group that Shirley Stanley, a long term **PG** member had written to say that she had moved to a retirement flat in Chipping Ongar and therefore would not be attending any more meetings. She wished everyone well and thanked the Doctors, staff and members for all their help.

Date of next meeting:

Wednesday 9th April 2014 at 7pm